Department of the Interior
Section 1: Highlights of Agency E-Government Activities

A. Enhanced Delivery of Information and Services to the Public - Sec. 202(g)

Section 202(g) of the E-Gov Act requires agencies to provide information on how electronic Government is used to improve performance in delivering programs to constituencies. In no more than 250 words, describe one IT agency activity or initiative that enhances the delivery of information and services to the public and others, or makes improvements in government operations. This example should highlight how electronic government improved the effectiveness, efficiency, and quality of services provided by your agency.

The Department of the Interior (DOI) continues to move records management into the 21st century by streamlining the programmatic functions that operate within the eMail Enterprise Records and Document Management System (eERDMS) program. The program provides an integrated enterprise electronic recordkeeping solution to support messaging, records management, content management, and eDiscovery. The eERDMS program consists of an initial five component system: Enterprise Forms System (EFS), Enterprise eArchive System (EES), Enterprise Dashboard System (EDS), Enterprise Content System (ECS), and Enterprise Fax System (EXS). DOI completed development of 51 Departmental forms within the EFS component system ahead of schedule, including the Telework, Privacy Impact Assessment (PIA), and the Employee Performance and Appraisal (EPAP) forms. DOI completed the first federal consolidated NARA-approved Departmental Records Schedule for Administration to support EES and has submitted the second schedule this past fiscal year for Policy. DOI further launched a new dashboard consolidating statistical and operational reporting within EDS and is working to launch EXS in support of DOI Bureaus and Offices reducing operating costs. The NARA-approved records schedules and description of the records systems are available at: www.doi.gov/ocio/information_management/information_dissemination.cfm.

B. Public Access to Electronic Information - Sec. 207(f)(1)(B)

Section 207(f)(1)(B) of the E-Gov Act requires that agency websites assist public users to navigate agency websites, including the speed of retrieval of search results and the relevance of the results. Provide the updated URL(s) that contains your agency's customer service goals and describes activities that assist public users in providing improved access to agency websites and information, aid in the speed of retrieval and relevance of search results, and uses innovative technologies to improve customer service at lower costs. For example, include the URL to your agency's Customer Service Plan.

Public Facing Agency URL(s)	Brief Explanation (if necessary)
http://www.doi.gov/open/index.cfm	DOI Open Government Initiative website
http://www.doi.gov/open/upload/Customer-Service-Plan-DOI-10-23-2011.pdf	DOI Customer Service Plan

Public Facing Agency URL(s)	Brief Explanation (if necessary)
https://www.doi.gov/digitalstrategy	Digital Government Strategy Report website
https://www.doi.gov/notices/soc	Final determinations, priorities, and schedules for each E-Gov Initiative
https://www.doi.gov/ocio/policy-mgmt-support/information-and-records-management/products	Information dissemination product catalogs, directories, inventories, and any other management tools used to improve the dissemination of and access to information by the public

Section 2: Compliance with Goals and Provisions of the E-Gov Act

A. Performance Integration - Sec. 202(b)

The E-Gov Act requires agencies to develop performance metrics that demonstrate how electronic government supports agency objectives, strategic goals, and statutory mandates. In no more than 250 words, describe what performance metrics are used and tracked for IT investments and how these metrics support agency strategic goals and statutory mandates. Please discuss performance metrics that focus on customer service, agency productivity, innovative technology adoption and best practices. If applicable, include a description of your agency's evaluation model and how it is used. Provide applicable URL(s) for performance goals related to IT.

The DOI Office of the Chief Information Officer (OCIO) through its Capital Planning staff works closely with its Bureaus, Offices, and IT investment owners to emphasize alignment of the Secretary's strategic goals and objectives in the accomplishment of mission goals. DOI's vision is developing and providing the right mix of IT products and services at a lower cost while delivering greater service to employees and customers. This process integrates program management, capital planning, enterprise architecture, IT security, and budget formulation into a framework which enables critical decision making by the CIO and USDA executive boards throughout the IT investment life-cycle. In order to accomplish this, we track IT performance by ensuring all of DOI's major investments have at least one metric measuring financial performance, one metric measuring strategic and business results, and three metrics measuring customer satisfaction. Each metric is assigned a target for the current fiscal year, and tracked in a budget submission tool. The metrics and associated performance are visible on the public facing ITDashboard.gov. https://itdashboard.gov/portfolios/agency=010

B. Accessibility - Sec. 202(c) and (d)

The E-Gov Act requires agencies to consider the impact of implementing policies on persons without access to the internet, and ensure accessibility to people with disabilities. Provide the URL(s) for your agency's website which describes actions taken by your agency in accordance with Section 508 of the Rehabilitation Act of 1973 (29 U.S.C. 794d).

Public Facing Agency URL(s)	Brief Explanation (if necessary)
https://www.doi.gov/ocio/policy-mgmt-support/information-and-records-management/section-508	U.S. Department of the Interior Section 508 website
https://www.doi.gov/accessibility	U.S. Department of the Interior Accessibility Statement

C. Government-Public Collaboration - Sec. 202(e)

The E-Gov Act requires agencies to sponsor activities that use information technology to engage the public in the development and implementation of policies and programs. In no more than 250 words, describe one example of how your agency utilized technology to initiate government-public collaboration in the development and implementation of policies and programs.

The Office of Surface Mining Reclamation and Enforcement (OSMRE), Division of Financial Management provides services through its public facing Single Source Coal Reporting website. The website allows coal mining companies to complete a number of transactions including file the quarterly Coal Reclamation Fee Report, inactivate reporting on permits that have completed coal production, update operator and contact information, file amendments, utilize credits from previous payments, and schedule payments on-line through Treasury's Pay.Gov shared services. Additionally, the website allows companies to complete the IRS 720 Quarterly Federal Excise Tax form, based on tonnage already reported to OSMRE. Approximately 99% of nationwide coal production is reported through the website each quarter. The system is highly integrated with OSMRE's back-end Coal Fee Collection Management System and has allowed OSMRE to automate many of its' back-end processes.

D. Credentialing - Sec. 203

The E-Gov Act seeks to achieve interoperable implementation of electronic signatures for appropriately secure electronic transactions with Government. In no more than 250 words, describe current activities your agency is undertaking to achieve the interoperable implementation of electronic credential authentication for transactions within the Federal Government and/or with the public (e.g. agency implementation of HSPD-12 and/or digital signatures).

OMB Memorandum dated October 6, 2011, "Requirements for Accepting Externally-Issued Identity Credentials", requires agencies to upgrade Level 1 websites open to members of the public and non-Federal business partners to accept externally-issued credentials (i.e.; issued by Equifax, Google, PayPal, or VeriSign). DOI plans to continue investigation of the USPS Federal Cloud Credential Exchange (FCCX) solution, which allows agencies to securely interact with a single "broker" to authenticate consumers via agency websites.solution. However, in 2015, DOI focused efforts to achieve Cybersecurity and Strong Authentication implementation goals.

E. USA.gov activities - Sec. 204 and Sec. 207(f)

In accordance with Section 204 of the E-Gov Act, www.USA.gov serves as an integrated internet-based system for providing the public with access to government information and services. In accordance with Section 207(f)(3), provide the URL(s) your agency's activities on www.USA.gov.

Public Facing Agency URL(s)	Brief Explanation (if necessary)
http://www.usa.gov/directory/federal/department-of-the-interior.shtml	DOI USA.gov activities

F. eRulemaking - Sec. 206

The E-Gov Act seeks to assist the public, including the regulated community, in electronically submitting information to agencies under Federal requirements, by reducing the burden of duplicate collection and ensuring the accuracy of submitted information. In no more than 250 words, provide a description of your agency's use of online electronic regulatory submission capabilities, specifically the usage of www.Regulations.gov and the Federal Docket Management System (FMDS).

The eRulemaking Program has simplified public participation in the Department of the Interior's rulemaking process by making regulatory information more available and accessible on Regulations.gov. This website increases opportunities for public involvement in DOI's rulemaking process by making it easier to submit comments on proposed rules published by the Department. In fiscal year (FY) 2015, DOI posted 66 rules and 166 proposed rules, 128 Federal Register notices, and 52,490 public submissions in Regulations.gov. The eRulemaking Program offers streamlined internal rulemaking business processes with agency access to FDMS.gov. DOI had 172 staff using FDMS.gov in FY 2015.

G. National Archives Records Administration (NARA) Recordkeeping - Sec. 207(d-e)

The E-Gov Act requires agencies to adopt policies and procedures to ensure that chapters 21, 25, 27, 29, and 31 of title 44, United States Code, are applied effectively and comprehensively to Government information on the Internet and to other electronic records. In no more than 250 words, describe your agency's adherence to NARA recordkeeping policies and procedures for electronic information online and other electronic records. Additionally, please indicate the number of electronic records that have been scheduled with NARA and any pending scheduling for electronic systems at your agency.

DOI established the electronic eMail Enterprise Records and Document Management System (eERDMS) program to move the agency toward an integrated electronic enterprise recordkeeping system that provides support for messaging, records management, content management, case management, and early case assessment review. The eERDMS program consists of the following five systems: Enterprise Forms System (EFS), Enterprise eArchive System (EES), Enterprise Dashboard System (EDS), and Enterprise Content System (ECS). These systems provide a Department-wide solution to increase cost savings and improve greater efficiencies for managing records in a Department of Defense (DoD) 5015.2 compliant records management environment. DOI has a total of 425 electronic systems, of which 345 have been scheduled. There were 80 electronic systems submitted to NARA for approval, of which 64 were approved and 16 are pending approval. The NARA-approved records schedules and description of the records systems are available at: http://www.doi.gov/ocio/information_management/information_dissemination.cfm.

H. Freedom of Information Act (FOIA) - Sec. 207(f)(A)(ii)

The E-Gov Act requires agency websites to include direct links to information made available to the public under the Freedom of Information Act. Provide the updated URL for your agency's primary FOIA website.

Public Facing Agency URL(s)	Brief Explanation (if necessary)
http://www.doi.gov/foia/index.cfm	Freedom of Information website

I. Information Resources Management (IRM) Strategic Plan - Sec. 207(f)(A)(iv)

The E-Gov Act requires agency websites to include the strategic plan of the agency developed under section 306 of title 5, US Code. Provide the updated URL to your agency's IRM Strategic Plan. This plan should encompass activities in FY14. If your

agency does not have an updated plan, please provide the URL to the most recent plan and indicate when an updated plan will be available.

Public Facing Agency URL(s)	Brief Explanation (if necessary)
https://www.doi.gov/sites/doi.opengov.ibmcloud.com/files/uploads/IRM_Strategic_Plan.pdf	DOI Information Resources Management (IRM) Strategic Plan for Fiscal Years 2014 - 2018 (dated February 28, 2014)

J. Research and Development (R&D) - Sec. 207(g)

If your agency funds R&D activities, provide the updated URL(s) for publicly accessible information related to those activities, and specify whether or not each website provides the public information about Federally funded R&D activities and/or the results of the Federal research.

Public Facing Agency URL(s)	Brief Explanation (if necessary)
https://www.doi.gov/ocio/policy-mgmt-support/information-and-records-management/research	Public websites disseminating research and development (R&D) information. DOI provides a list of websites disseminating research and development (R&D) information to the public, describing for each whether the website provides the public information abou

K. Privacy Policy and Privacy Impact Assessments - Sec. 208(b)

The E-Gov Act requires agencies to conduct a privacy impact assessment; ensure the review of the privacy impact assessment by the Chief Information Officer, or equivalent official, as determined by the head of the agency; and if practicable, after completion of the review under clause, make the privacy impact assessment publicly available through the website of the agency, publication in the Federal Register, or other means. In no more than 250 words, describe your agency's adherence to this provision, including adherence to OMB's guidance pertaining to the use of IT to collect, maintain, or disseminate identifiable information, or when new systems are procured for this purpose. In addition, describe your agency's process for performing and updating privacy impact assessments for IT.

The DOI Privacy Impact Assessment Guide provides guidance on roles, responsibilities, and requirements for conducting privacy impact assessments (PIAs) to evaluate privacy controls for the development, procurement, and use of information technology in alignment with OMB policy and NIST guidelines. The DOI Chief Information Officer is the Senior Agency Official for Privacy with approval authority over PIAs and privacy controls for information systems. DOI uses an automated PIA form to assess privacy implications and adequacy of privacy controls for information systems. The automated PIA form standardizes the PIA process, increases accountability, and allows DOI to analyze privacy risks and assess the technical, administrative

and physical controls implemented to protect personally identifiable information (PII) against unauthorized access, use, or disclosure, and to protect individual privacy and mitigate the risk of data compromise. DOI conducts PIAs on all information systems, and adapted PIAs on third-party websites and social media applications to ensure privacy implications are addressed during the information life cycle. PIAs are reviewed and updated every three years or when system changes occur to ensure privacy implications are identified and addressed. DOI maintains PIAs within the Cyber Security Assessment and Management (CSAM) system, DOI's official information system repository, which allows DOI privacy officials to conduct regular reviews of PIA inventories, collaborate with system owners and IT security personnel to evaluate privacy controls, assess privacy risks and correct deficiencies, and ensure compliance with privacy laws and policies. Approved PIAs are posted on the DOI PIA website and are available to the public.

K2. Privacy Policy and Privacy Impact Assessment Links - Sec. 208(b)

In addition to the narrative provided above in section K., provide the updated URL(s) for your agency's privacy policy and the website where your agency's privacy impact assessments are available.

Public Facing Agency URL(s)	Brief Explanation (if necessary)
https://www.doi.gov/privacy	DOI Privacy Policy
https://www.doi.gov/ocio/policy-mgmt-support/privacy/ppia	DOI Privacy Impact Assessments

M. Agency IT Training Programs - Sec. 209(b)(2)

The E-Gov Act calls for agencies to establish and operate information technology training programs. The act states that such programs shall have curricula covering a broad range of information technology disciplines corresponding to the specific information technology and information resource management needs of the agency involved; be developed and applied according to rigorous standards; and be designed to maximize efficiency, through the use of self-paced courses, online courses, on-the-job training, and the use of remote instructors, wherever such features can be applied without reducing the effectiveness of the training or negatively impacting academic standards. In no more than 250 words, describe your agency's IT training program, privacy training program, cross-agency development programs, and competencies reviews for IT workforce.

DOI established a policy for the Federal Acquisition Certification for Program and Project Managers (FAC-P/PM), which established general training and professional experience requirements for those responsible for managing major IT investments. FAC-P/PM focuses on the essential competencies needed by program and project managers for successful accomplishment of their day-to-day activities. In support of the continued efforts to standardize FAC-P/PM certification training requirements, DOI along with DOI University implemented a curriculum designed to develop these managers. Employees may also take Skillsoft project management classes on DOI Learn. The DOI IT Security Training Program includes a mandatory "Federal Information Systems Security Awareness (FISSA)+ Privacy and Records Management" course completed annually by all employees. The course covers required

information security awareness, privacy and records management topics, addresses specific DOI information security risks, and is delivered to all personnel through DOI Learn, paper, and CD download. DOI Learn also offers a Skillsoft catalog for Role-Based Security Training (RBST), which is a mandatory annual requirement for employees with significant information security responsibilities. The DOI Privacy Training Program includes privacy role-based training that promotes privacy awareness in compliance with Federal privacy laws and policies, including "Privacy for System Managers", "Privacy for Supervisors", "Privacy for HR/EEO Professionals" and "Privacy and Civil Liberties in the Information Sharing Environment". These courses provide guidance to employees with specific privacy responsibilities, and are available through DOI Learn. Additionally, the Privacy Office hosts quarterly workshops for privacy and security personnel to provide guidance on new privacy controls and other privacy compliance requirements.